



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK  
Commissioner

## NOTICE OF EXAMINATION

### PROMOTION TO ADMINISTRATIVE PROBATION OFFICER Exam No. 4568

**WHEN TO APPLY:** From: April 4, 2024

**APPLICATION FEE: \$82.00**

To: April 24, 2024

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

**THE TEST DATE:** Multiple-choice testing is expected to begin on **Tuesday, July 16, 2024.**

**YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE  
BEFORE YOU SUBMIT YOUR APPLICATION.**

#### WHAT THE JOB INVOLVES:

This is a management class of positions with several assignment levels. Administrative Probation Officers, under general direction, with wide latitude for independent initiative and judgment, plan, direct, and supervise the operations of an organizational segment of the Department of Probation engaged in complex professional administrative work, such as management audit, special projects, intergovernmental relations, formulation and implementation of policies relating to the identification and development of resources to be used by probationers or of programs relating to service referral informational activities; or administration and supervision of a branch office providing probation services to the Courts of the City of New York (Family, Criminal and Supreme); or perform assignments equivalent to those described; and perform related work.

#### Special Working Conditions:

Administrative Probation Officers may be required to work rotating shifts including nights, Saturdays, Sundays, and holidays. Administrative Probation Officers are peace officers and are expected to direct staff in the field.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

#### THE SALARY:

Salaries will be consistent with the level of responsibility of the managerial assignment and will be consistent with the Managerial Pay Plan.

#### ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the New York City Department of Probation who **on the first date of the multiple-choice test:**

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Supervising Probation Officer; and
2. is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your agency's personnel office**. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

#### ELIGIBILITY TO BE PROMOTED:

In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year, unless your

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

## HOW TO APPLY:

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements visit the Fee Waiver FAQ on the Online Application System at: <https://a856-exams.nyc.gov/OASysWeb/faqs>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online.

The centers will be open Monday through Friday from 9:00 AM to 5:00 PM:

### Manhattan

2 Lafayette Street  
17th Floor  
New York, NY 10007

### Brooklyn

210 Joralemon Street  
4th Floor  
Brooklyn, NY 11201

### Queens

118-35 Queens Boulevard  
5th Floor  
Forest Hills, NY 11375

### Staten Island

135 Canal Street  
3rd Floor  
Staten Island, NY 10304

### Bronx

1932 Arthur Avenue  
2nd Floor  
Bronx, NY 10457

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov).

**Special Circumstances Guide:** This guide is located on the DCAS website at [https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf\\_c\\_special\\_circumstances\\_guide.pdf](https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf) and available at the DCAS Computer-based Testing & Application Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

## REQUIRED INFORMATION:

**Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.

## THE TEST:

The multiple-choice test will be given at a computer terminal. You must achieve a score of at least 70% to pass the test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The multiple-choice test is designed to assess the extent to which candidates have certain knowledge and abilities determined to be important to the performance of the tasks of an Administrative Probation Officer.

Tasks categories to be tested are as follows: administrative duties; court activities; field activities; monitoring of subordinate activities and evaluating employee performance; operational and case management; specialized duties; staff relationships; training and evaluating training needs.

The test may include questions on the Adult Services Restitution Manual and Guidelines; Criminal Inquiry System(CIS), Caseload explorer, E-Justice and etc; Critical Incident Report and Disciplinary Procedures; departmental manuals, i.e., SOU Manual, Field Manual, Firearms Manual, Managing a Safe Branch, Juvenile Investigations Manual, Juvenile Intake Manual, and Adult PSI Manual; Division of Probation and Correctional Alternatives Rules and Regulations-OPCA/DCJS; EEO Policy; Executive Policies and Procedures and Directives (EPAP); Family Court Act; Interstate Compact for Adult/Juvenile Supervision; Penal Law, Criminal Procedure Law, Article 23 of the Correction Law; Vehicle and Traffic Law; Sex Offenders Registration Act and related departmental memos and procedures, Departmental Referral Services, and procedures such as, Kendra's Law; Code of Conduct; Tasks and Standards for APOs and positions supervised by them and Administrative Code; the DOP Mission Statement; Time and Leave Manual; Violation of Probation and DNA Procedures; Standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas.

The test may also include questions requiring the use of any of the following abilities:

**Achievement/Effort:** Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks to reach set goals. **Example:** An Administrative Probation Officer might use this ability when creating goals and making progress towards achieving them.

**Analytical Thinking:** Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. **Example:** An Administrative Probation Officer might use this ability when reviewing requests for leave and scheduled leaves to ensure needed coverage.

**Attention to Detail:** Being careful about detail and thorough in completing work tasks. **Example:** An Administrative Probation Officer might use this ability when reviewing case records prepared by subordinates for compliance with departmental guidelines.

**Coaching & Mentoring:** Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. **Example:** An Administrative Probation Officer might use this ability when assigning and approving appropriate staff to attend in-house and outside training for development and/or certification.

**Concern for Others:** Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. **Example:** An Administrative Probation Officer might use this ability when counseling subordinates to advise them on ways to obtain assistance concerning personal problems that affect work performance.

**Conflict Resolution:** Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. **Example:** An Administrative Probation Officer might use this ability when mediating disputes between coworkers for safety and for continuity of operation.

**Dependability:** Fulfilling obligations and acting in a reliable, responsible and dependable manner. **Example:** An Administrative Probation Officer might use this ability when responding appropriately to emergency/crisis situations to ensure staff safety, public safety, and continuity of operations.

**Initiative & Independence:** Displaying a willingness to take on additional responsibilities and challenges, while developing one's own ways of doing things and guiding oneself with little or no supervision. **Example:** An Administrative Probation Officer might use this ability when participating in outside meetings, such as panels and conferences at colleges, bar associations and community boards, etc., when approved.

**Integrity:** Acting in an honest and ethical manner. **Example:** An Administrative Probation Officer might use this ability when testifying in court concerning individual cases and problems.

**Judgment & Decision-Making:** Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically. While similar to Planning & Organizing, Judgment and Decision-Making are typically applied over a shorter time frame. **Example:** An Administrative Probation Officer might use this ability when evaluating information on community resources to determine appropriateness of services designed to aid in court diversion and rehabilitation efforts as an alternative to incarceration and or placement.

**Management of Personnel Resources:** Motivating, developing and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks. **Example:** An Administrative Probation Officer might use this ability when determining branch and staff priorities to ensure workflow of branch operations.

**Monitoring:** Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. **Example:** An Administrative Probation Officer might use this ability when evaluating job performance of individual subordinates.

**Persistence:** Persisting in the face of obstacles until desired outcome is achieved; may modify goals if and when appropriate instead of giving up. **Example:** An Administrative Probation Officer might use this ability when changing the deadline to a goal completion due to an unforeseen circumstance.

**Planning & Organizing:** Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. **Example:** An Administrative Probation Officer might use this ability when projecting future workload and personnel needs to ensure the workflow of branch operations.

**Quantitative Analysis & Interpretation:** Analyzing, interpreting and understanding the underlying principles and meaning of numerical data; recognizing inconsistencies and errors in reports containing numerical data. May involve making projections. **Example:** An Administrative Probation Officer might use this ability when reviewing and approving monthly statistical reports.

**Teamwork:** Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. **Example:** An Administrative Probation Officer might use this ability when supervising or making an arrest with a subordinate.

**Updating & Using Relevant Knowledge:** Keeping up-to-date technically and applying new knowledge to the job. **Example:** An Administrative Probation Officer might use this ability when ensuring that staff has access to current procedures to make sure they know where they are located as staff must be able to access it and refer to it.

**Written Expression:** Appropriately communicating information and ideas in written words and sentences so intended audience will understand. **Example:** An Administrative Probation Officer might use this ability when providing branch directives to subordinates using e-mail.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

## EXAM SITE ADMISSION:

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. You can print or display your Admission Notice on your phone or personal device to gain entry to the test site. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

**Warning:** After gaining entry to the test site, you are not permitted to enter the testing area with electronic devices. Electronic devices include, but are not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices

anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded.

You are also not permitted to use on site any medical assistive devices, including those that give notifications or alerts, or that vibrate, without the prior express written authorization of DCAS. You can contact DCAS by email at: [testingaccommodations@dcas.nyc.gov](mailto:testingaccommodations@dcas.nyc.gov).

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of a Computer-based Testing & Application Center while you are taking the test.

**Required Identification:** You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, City or State issued identification card, IDNYC, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

**Leaving:** You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

#### **CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:**

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess)
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs)
- Submit a written request by email at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov), by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address, and/or new telephone number.

#### **CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:**

Use the Data Correction Form and follow all the instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

#### **THE TEST RESULTS:**

If you pass the multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list, you will be given a list number, and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for promotion. If you meet all requirements and conditions, you will be considered for promotion if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs) and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

#### **SPECIAL ARRANGEMENTS:**

##### **Late Filing:**

Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

1. You are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
2. You become eligible after the above application period closed but before the date on which testing is expected to begin

**Make-up Test:**

You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

1. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or
7. pregnancy, childbirth or a related medical condition.

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) by email at [testingaccommodations@dcas.nyc.gov](mailto:testingaccommodations@dcas.nyc.gov), as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

**ADDITIONAL INFORMATION:**

**Application Receipt:**

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

**PENALTY FOR MISREPRESENTATION:**

Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.

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The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at [nyc.gov/dcas](http://nyc.gov/dcas) and copies are available at the DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 10029; The Managerial Service.

**For information about other exams, and your exam or list status, call 212-669-1357.  
Internet: [nyc.gov/dcas](http://nyc.gov/dcas)**